

# C S A C

CUSTOMER SERVICE ACTION COUNCIL

## MEETING NOTES FOR October 11<sup>th</sup>, 2018

1. Welcome and Introductions – Roy Fuhrmann
2. Public Service Announcements- Katlyn Schenck

GRANDFATHER'S TREASURE  
Margie Rotondo, Intermediate  
First Place 2016, Mixed Media

**CALLING ALL ARTISTS!**  
**2018 MSP  
EMPLOYEE  
ART SHOW**

Registration deadline is  
October 26, 2018.

Artwork drop-off will be at Terminal 1-Lindbergh,  
post-security on the Upper Mezzanine, Room LT-3154  
on November 1st and 2nd, from 9 am to 5 pm.

Exhibition runs November 16, 2018 through May 10, 2019.

All MSP and MAC employees, retirees, volunteers and their  
families are eligible. Maximum of two entries per person, please.


**This is a judged exhibit with  
the opportunity to win cash prizes.**

REGISTRATION FORMS ARE AVAILABLE AT:  
All Travelers Assistance information booths at both Terminals 1 and 2.  
You can also access the form online at [nationalartsprogram.org/mspairport](http://nationalartsprogram.org/mspairport)

The National Arts Program | airport foundation | ARTS @MSP | msp

A partnership between Arts @MSP and the National Arts Program®. Learn more about the NAP at [nationalartsprogram.org](http://nationalartsprogram.org).

- Registration now open
- Registration deadline is 10/26/2018
- Exhibition runs Nov. 16, 2018 – May 10, 2019
- Registration brochures available at all Travelers Assistance information booths
- Registration brochures also available in Spanish and Somali languages

STANDARD DRIVER'S LICENSE OR ID CARD	ENHANCED DRIVER'S LICENSE (EDL) OR ENHANCED ID CARD (EID)	COMING OCTOBER 2018 REAL ID-COMPLIANT DRIVER'S LICENSE OR ID CARD	
<p><b>Now:</b></p> <ul style="list-style-type: none"> <li>■ These can be used as a valid form of identification and for lawful driving privileges.</li> <li>■ These cards are also an acceptable form of ID for domestic air travel and to access federal facilities.</li> </ul> <p><b>Beginning Oct. 1, 2020:</b></p> <ul style="list-style-type: none"> <li>■ While these cards will continue to be a valid form of identification, they will not be accepted for domestic air travel or access to federal facilities.</li> <li>■ Another form of identification, such as a valid passport or Enhanced Driver's License, will be required for air travel or access to federal facilities.</li> </ul>	<p><b>Now and after Oct. 10, 2018:</b></p> <ul style="list-style-type: none"> <li>■ These can be used as a valid form of identification and for lawful driving privileges.</li> <li>■ EDLs and EIDs can be used as a border crossing document to re-enter the U.S. by land and sea from Canada, Mexico, and some countries in the Caribbean.</li> <li>■ They can also be used for domestic air travel and to access federal facilities.</li> <li>■ These are only issued to U.S. Citizens. (Learn more on the DPS-DVS website.)</li> </ul>	<p><b>After Oct. 10, 2018:</b></p> <ul style="list-style-type: none"> <li>■ When they become available in Minnesota, REAL ID-compliant cards will be an accepted form of identification for domestic air travel and to access federal facilities.</li> <li>■ These cards can be used as a valid form of identification and for lawful driving privileges.</li> <li>■ These cards cannot be used as border crossing documents.</li> </ul>	

## Regional Diversion/IROPS Workshop # 8

- **Monday, October 29<sup>th</sup>- Tuesday, October 30<sup>th</sup>**
  - IROPS agenda topics include: Special Events, Social Media, Plan Updates, Government Agency Updates & more

**Please Register by October 19, 2018**

For additional information, please contact:

**SARA FREESE, AAE**

612-794-4381

*Assistant Director, MSP Airport Operations, Field Maintenance & Airside Operations*

## T1 North Security Checkpoint lane changes

Starting on Sunday, Oct. 7, the dedicated employee lane at T1's North Security Checkpoint will be open from **3:30 a.m. to 2:30 p.m.**, reflecting the drop-off in the number of employees using the lane after 2:30 p.m.

**When the lane closes, employees will use the First Class queue**, as they had done previously when the employee lane was open until 3:30 p.m.

Also, during non-peak times, the TSA may allow PreCheck passengers to enter through the employee checkpoint lane.

**These changes aim to maximize the utilization of TSA agents for the efficiency of the North Checkpoint.**

### 3. 2019 CSAC Goals- Katlyn Schenck

Each year, we update our goals per attendee's feedback. If you have any suggestions for goals to focus on for 2019, please email to [Katlyn.schenck@mspmac.org](mailto:Katlyn.schenck@mspmac.org)

### 2018 GOALS

- Celebrate Successes!
- Surprise and Delight campaign
- Broaden CSAC participation
- Landside Benchmarking
- Provide concessions and construction transition updates for 2018

#### 4. Committee Updates:

##### Forum Committee:



**millennials**

boomers

**gen x**

gen z

**SAVE THE DATE**

**Thursday, November 1<sup>st</sup>, 2018**

**11:00am- 12:30pm**

**Generational Differences  
“Generation What”?**

**Caitlin Crommett is a professional speaker and generational expert that focuses on connecting the different generations more effectively in the workplace.**

**Travelers Advisory & Travelers with Disability Advisory Committee:** Travelers Advisory will meet next Wednesday, November 7<sup>th</sup> at PinKU in Minneapolis (Which will soon be opening in MSP); and Travelers with Disabilities Advisory will next meet December 10<sup>th</sup>.

**Benchmarking:** Landside Benchmarking completed both rounds of their trips to Portland, Phoenix, Denver, Dallas, Tampa, Raleigh, Baltimore, Indianapolis, and Detroit. They focused on Size variations, New parking structures, use of technology, and high use of TNC programs. The team will share their findings at the December CSAC meeting.

**MSP Jobs:** MSP Jobs is excited that the inaugural class of *MSP Jobs Subcommittee: Hospitality and Workplace Communications* started this past week! The 14 week class has 17 students and will help create a benchmark of what's to come for future training classes.

**Objective:** To provide onsite learning experiences for MSP Employees to enhance English language and communication skills to improve the customer experience and support the recruitment and retention initiatives of MSP Employers.

Jobs is also happy to report that they received a 100% response rate from tenants on the upcoming meal discount program. More will be shared in the next few months on what offerings will be available. Two new technology features are also coming to MSP:

- Grab- an app where you pre order, grab and go
- At your gate, an order delivery service

The next onsite job fair date has also been set! Save the date for Tuesday, January 29<sup>th</sup> 2019, at Terminal 2 from 1pm-4pm. All are welcome to have your organization participate in the job fair- more information at the next Jobs meeting (the 2<sup>nd</sup> Tuesday of the month at 815AM in the Airport Conference Office).

**MSP Nice Celebration Committee:** Save the Date- The 5<sup>th</sup> Annual Celebration is **Wednesday, January 23<sup>rd</sup>, 2019**. All are encouraged and welcome to join the committee to make our 5<sup>th</sup> Celebration even bigger and better! The committee will meet regularly following CSAC meetings. We are looking for sponsors! In order to celebrate our award winning employees, we need help from all airport tenants to support this event. Sponsorship information will be attached to the minutes.



**MSP Nice Committee:**

MSP Nice training & assessment through the APD Learn Center has been put on hold temporarily. The Learn Center is currently being utilized to increase throughput of badging applications by moving fingerprinting up to the 6 floor. After new hardware/software is installed in the badging office fingerprints will be taken at each workstation. At which time the APD Learn Center will reopen for MSP Nice training & assessment.

**Airport Customer Service Hero:** Nominations are open for the 2019 Hero award and will remain open until winter 2019. Nominate any airport employee or volunteer by sending a nomination to: [Hero@mspmac.org](mailto:Hero@mspmac.org)



**5. Concessions Construction Update- Liz Grzechowiak**

The next round of concession construction is in full swing!

**Opening Soon**

- F Food Concourse (Wendy's, People's Organic, Chick Fil A, Panda Express)- late October 2018
- Starbucks, Main Mall- December 2018
- Chili's, Main Mall- January 2019
- Food Court, Main Mall (PinKU, Auntie Anne's, Moe's Southwest, Firehouse Subs, Shake Shack)- Summer 2019

**Upcoming Closures:**

- C Food Court (Chick Fil A, Wok & Roll, Einsten's Bagels, Dunn Brothers Coffee) is tentatively scheduled to close when the F Food court opens (estimated close date November 1st) and will open Spring 2019 into a Chick Fil A, Smashburger, and Starbucks
  - This will cause a push to quick serve food options on A concourse and across the G connector bridge.
- O'Gara's, F Concourse, will close immediately following the opening of the F Food Concourse
  - Note, there will be no liquor license on the F Concourse until the opening of Hi Lo Diner (Spring 19).

**6. Terminal Construction Updates- Puneet Vedi, MAC Airport Development**

Puneet provided visual updates on the F Concourse restroom and how the building is being expanded; the Main mall food court construction and expansion (it's depth is increasing by 38 feet!); as well as an update on the moving walkway on G concourse replacement- which will take 9 to 12 months and wheelchair pushers will substitute for carts as the wall has created a tight space.

- As always, find more details on <https://reimaginemsp.com/>

## 7. JetBlue Airlines at MSP- Gladstone Adderley

JetBlue began service from MSP T2 in May, and was 8 years in the making! General Manager of MSP, Gladstone Adderley shared some insight on what makes JetBlue successful and what their future endeavors are. JetBlue was founded in 1998 with a focus on customer service. Since then, they now make up a 5% market share of US flight travel. Their long term plan is to begin flight operations to Europe and other over seas destinations.

Their mission is “Inspiring Humanity” and having employees not just be a staff member or flight crew, instead ‘be part of something bigger’, as a way to connect people. Their vision is “to become the most caring travel provided in the world”, by offering differentiated product and culture, competitive costs, high value geography, and outstanding service at a low cost.

Currently they offer 3 daily flights from MSP to Boston, and are in consideration for adding more in 2019. Profits are starting to come in from just 6 months of MSP operations and flight loads range from 80%-100% daily. Look for more hiring of JetBlue employees in the near future, and a larger presence in the MSP Community!

## 8. MSP Nice Cards- The MSP Nice cards list the MSP Brand Standards

that we use in our customer service training. Please use these cards to recognize MSP employees who are demonstrating good customer service. If you need a supply, please contact

[katlyn.schenck@mspmac.org](mailto:katlyn.schenck@mspmac.org) or call 612-726-5574.

The slide features a blue background with the title "MSP Nice Cards" in white. On the left, there are three bullet points: "When a manager or supervisor witnesses an employee doing exceptional customer service.", "Employees get IMMEDIATE feedback on a job well done.", and "ANY manager or supervisor may award this card to ANY MSP employee!". In the center, there are two sample cards. The first is a "Thank you" card from a restaurant (McDonald's) that entitles the recipient to a free small soda and a free regular coffee. The second is a "Standards" card listing five key customer service principles: 1. Assure safety & security, 2. Promote teamwork, 3. Embrace 'going your way', and 4. Do 'MSP Nice'. The slide concludes with the text "Another way to promote mspnice" and the mspnice logo.

***Our next meeting will be held on Thursday, November 8<sup>th</sup>, at 10:00 am, at T-1 Lindbergh, Airport Conference Center, Commission Chambers. All are welcome to attend***

**Attending:** Gladstone Adderley, JetBlue; Luis Anchondo, MAC; John Anderson, Foundation; Elizabeth Beck, Foundation; Anita Bellant, MAC; ; Mark Bents, MAC; Susan Binger, Wings; Phil Burke, MAC; Karen Carlin, Delta; Jamie Chatelle, MAC; Blair Christenson, Clear Channel; Kim Condon, Areas; Cedric Ellingson, Food Travel Experts; Kerry Forbes, Caribou; Paul Fudenberg, MAC; Roy Fuhrmann, MAC; Steve Gentry, MAC; Kevin Griffin, MAC; Matt Grimm, MAC; Liz Grzechowiak, MAC; Butch Howard, HOST; Alan Howell, MAC; Taylor Jacobson, Food Travel Experts; Julie Jergens, Airport Foundation; Audrey Johnson, St Croix; Eric Johnson, MAC; Katlyn Schenck, MAC; Dave Koecheler, Aero Serv; Heidi Leide, MAC; Wendy Lauber, MAC; Binh Le, AeroServ; Chris Leach, MAC; Heather Leide, MAC; Heidi Leonard, MAC; Cat Lounsbury, MAC; Justin Malone, APD; David Mathias, ScootAround; Linda Montgomery, MAC; Augustine Moore, CPB; HaeEun Park, MAC; Brian Peters, MAC; Naquandra Petersen, MAC; Jeff Prauer, Foundation; Karen Racek, MAC; Chris Roberston, OTG; Beth Sandeberg, MAC; Lindsay Scherer, MAC; John Shabelski, Caribou; Travis Schuckert, MAC; Scott Skramstad, MAC; Mark Takamiya, MAC; Juliette Tetrault, Sharon Thompson, Delta; ExpresSpa; Rick Valentino, MAC; Puneet Vedi, MAC; David Wueffel, Aero Serv; Jane Zaspel, Foundation